

**QPR Calculation / System Results**  
**First Quarter Fiscal Year 2016**

	Results	Results Average	Goal	Goal Average
<b>A: Environment Outside the Station</b>		2.74		2.80
Cleanliness Of Walkways & Entry Plaza Just Outside Station (50%) ↓	2.65		2.70	
BART Parking Lot Cleanliness (25%) ↓	2.97		3.10	
Appearance Of BART Landscaping (25%) ↓	2.69		2.70	
<b>B: Environment Inside the Station</b>		2.73		3.00
Cleanliness Of Station Platform (60%)	2.87		3.15	
Cleanliness Of Other Station Areas (20%)	2.68		3.00	
Restroom Cleanliness (10%) ↓	2.21		2.30	
Elevator Cleanliness (10%)	2.50		2.80	
<b>C: Station Vandalism</b>		3.01		3.19
Station Kept Free Of Graffiti	3.01		3.19	
<b>D: BART Police Presence</b>		2.38		2.50
Adequate BART Police Presence In Stations	2.35		2.50	
Adequate BART Police Presence In Parking Lots/Garages	2.45		2.50	
Adequate BART Police Presence Inside Train Cars	2.33		2.50	
<b>E: Station Services</b>		2.97		3.06
Availability Of Station Agents (65%)	2.93		3.00	
Availability Of BART Brochures (35%)	3.04		3.17	
<b>F: Train P.A. Announcements</b>		3.09		3.17
P.A. Arrival Announcements	3.06		3.14	
P.A. Transfer Announcements ↓	3.02		3.10	
P.A. Destination Announcements	3.20		3.26	
<b>G: Train Exterior Appearance</b>		2.90		3.00
Appearance Of Train Exterior	2.90		3.00	
<b>H: Train Interior Cleanliness</b>		3.03		2.97
Train Interior Cleanliness (60%) ↑	2.81		2.75	
Train Interior Kept Free Of Graffiti (40%)	3.36		3.30	
<b>I: Train Temperature</b>		3.12		3.12
Comfortable Temperature Onboard Train	3.12		3.12	

Scale is a 4-point scale (Excellent=4, Good=3, Only Fair=2, Poor=1)